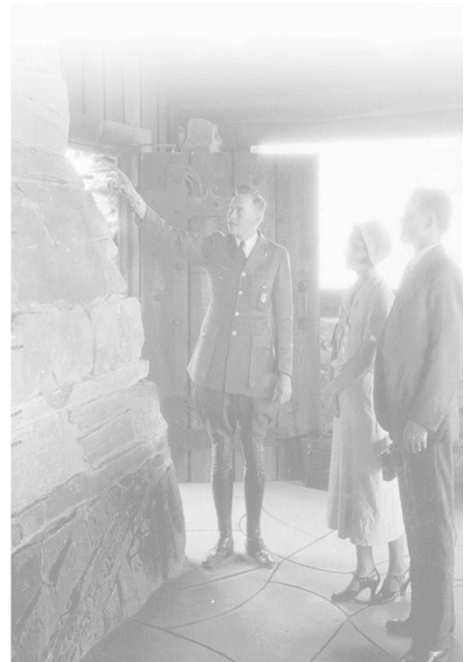
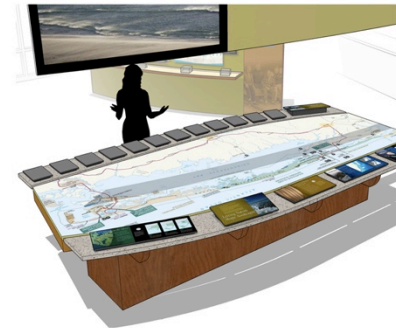


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Harpers Ferry Center**

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## Section 1. DEFINITIONS

**ABAAS:** Architectural Barriers Act Accessibility Standards are the accessibility standards which pertain to the Federal sector. The **ABA**, or Architectural Barriers Act of 1968, requires access to facilities designed, built, altered, or leased with federal funds. (See also “Accessible,” “ADA,” and “Rehabilitation Act.”)

**Accessible:** In context with the requirements of this contract, **accessible** is defined as in compliance with the combined physical and interpretive accessibility standards as specified in the Programmatic Accessibility Guidelines for National Park Service Interpretive Media, including the Architectural Barriers Act Accessibility Standards (ABAAS), and Sections 504 and 508 of the Rehabilitation Act.

**Accessioned Objects:** Objects accessioned into the park collection, or objects on loan from other institutions. These items require the highest level of preservation and security criteria. Historic objects also include original period items acquired as part of the exhibit project to enhance interpretation. Park staff determines whether to accession these objects on a case by case basis.

**ADA:** Americans with Disabilities Act of 1990. This law prohibits discrimination against individuals on the basis of disability. It applies to state and local governments, and public accommodations operated by the private sector. It **does not** apply to Federal facilities. Therefore, the term “ADA” or “ADA compliant” should not be used when referring to accessibility compliance in Federal Government owned and operated facilities. (See also “ABAAS” and “Rehabilitation Act.”)

**Artifacts:** See “Accessioned Objects.”

**As-Built Exhibit Plan:** The fabrication contractor updates exhibition content data (e.g., text, content schedules, technical data, etc.) to reflect all changes that occur during fabrication and installation, and provides a record of the “as-built” condition of the exhibits, which may vary from the final design documents prepared by the exhibit planning & design contractor.

**As-Built Exhibit Drawings:** Final design and detail drawings updated by the fabrication contractor to reflect all changes that occur during fabrication and installation and provide a record of the “as-built” condition of the exhibits, which may vary from the final design documents prepared by the exhibit planning & design contractor.

**As-Built Lighting Plan:** A final plan drawing for the installed exhibit lighting system showing fixture placement, focusing information, and itemized lists detailing fixture, accessory, and lamp data.

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**Assistive Listening Systems:** Assistive listening uses various devices that amplify volume for persons with mild to profound hearing loss who may or may not use a hearing aid. Assistive listening devices (ALDS) include headsets, ear buds, and hearing aids. The amplified sound is transmitted via radio frequency, infrared, or induction loops to the user's headset, ear buds, or hearing aid.

**Audio Description:** Audio description describes the visual content of video, multimedia programs and exhibits for users who are blind or have low vision. For audiovisual programs, audio description provides the viewer with information that further describes the visual content not provided in the primary audio track and is a separate audio track synchronized with the program's primary audio track. Video description and descriptive video are terms also used for audio description.

**AV Treatments:** A narrative overview of the proposed production's creative approach and storyline prepared during the exhibit planning and design process. AV treatments typically include a description of the actors and/or participants, their roles and general dialogue or narration, and a general description of the scenes, locations, graphics, artwork, and animation to be used in the production with sufficient detail to provide a sense of the proposed production; the basis of the production plan and script.

**AV Equipment:** All electronic and ancillary equipment required to present or support the presentation of AV and multimedia programs in an exhibition. AV Equipment is tracked in the Content Management Numbering System, and is inventoried in FMSS where it is designated as "Exhibit Audiovisual System."

**Bubble Diagrams:** Diagrams that use labeled shapes (bubbles) identifying exhibit themes and concepts to show how they relate to each other and/or to their location on the exhibit floor plan.

**Captions:** Captions display spoken dialogue as printed words for viewers who are deaf or hard of hearing on television screens, computer monitors, projection screens, caption boards and other visual displays. Captions must also include information regarding on- and off-screen sound effects such as music, laughter, or canon firing. Captions hold secondary benefits for people who are learning a foreign language, learning how to read, watching a program in a noisy area, or understand best by processing visual information. While used as a catch-all term, captions have a unique technical production process.

**Closed Captions:** Closed captions normally do not appear on screen unless the viewer has selected them to appear. The presentation venue must use closed caption decoder technology. The decoder will allow the otherwise-hidden data within the television signal to be displayed on the user's TV screen or computer monitor. Many newer television models allow viewers to toggle captions on or off with ease. All audiovisual programs shown within the National Park Service must display captions on-screen at all times.

**Charette:** A meeting to brainstorm and fully explore all possible design directions for presentation and communication of content in the exhibition. Differs from the Exhibit Planning Workshop in that it is more focused on design solutions.

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**Class A Production Cost Estimate:** Detailed cost estimate which includes an itemized breakdown, at a minimum, of labor hours and rates, material costs, shipping, and travel, based on specifications for all exhibit elements found in the Production Documents.

**Class B Production Cost Allowance:** An intermediate level cost estimate based on allocating an overall cost for each exhibit Scene or Content Group in the exhibition plan. and including allowances for all high-cost exhibit elements currently identified, contingency, shipping, and installation. Class B Production Cost Allowances are used during the Schematic and Design Development phases of work, and become increasingly detailed as the design progresses.

**Class C Production Cost Allowance:** An initial cost estimate based on the cost of the exhibition per square foot. Class C estimates are used during the Pre-Design phase of work.

**Content Development:** See Exhibit Planning.

**Content Group:** A discrete thematic story or information set within an exhibition that, together with adjacent related Content Groups, is part of a larger Scene. A Content Group tells one aspect of the larger story or information presented in the overall Scene.

**Content Management:** A system to organize and track all media elements to be featured in the exhibition, organized by unique exhibit element number.

**Content Management Numbering System:** A system that identifies each exhibit element with a unique number (the Element Identification Number) made up of three parts, separated by hyphens, as follows: Element Type – Scene. Content Group Number – Item Number. For example, IM-02.04-101

**COR:** Contracting Officer's Representative. For Federal Government contracts, an authorized representative of the Contracting Officer responsible for monitoring the quality and performance of work performed under individual contracts.

**Custom Element:** General category for three-dimensional content in an exhibition that is not otherwise categorized. Custom Elements may be commercially available items, but more often are specifically created for the exhibition, requiring creative design, and/or artistic development and execution. Examples include sculptures, architectural models, natural history models, reproduction historic objects, dioramas, manipulatives, electrical and mechanical interactive devices, mannequins, and topographic maps. Custom Elements are tracked in the Content Management Numbering System, and are inventoried in FMSS where they are designated as "Custom Three-Dimensional Exhibit Elements."

**Custom Three-Dimensional Exhibit Element (FMSS):** See Custom Element.

**Design Alternatives:** Distinct approaches to the exhibit content, its organization and presentation in the given exhibition space. Multiple Design Alternatives (usually three) are developed in the Schematic I phase of work as part of the process used to arrive at a Preferred Design Alternative.

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**Design Development:** The phase of the exhibit development process in which all major content and design details of the project are completed. Technical details required for Production are not included in this phase of work.

**Exhibition:** The overall interpretive presentation which may consist of several Scenes. Each Scene may consist of several Content Groups. Each Content Group may consist of a number of individual exhibit elements such as graphic panels, manipulative devices, AV, cases, etc.

**Exhibit Audiovisual System (FMSS):** See AV Equipment.

**Exhibit Case (FMSS):** An exhibit component used for display of three-dimensional objects that require controlled environmental conditions and/or additional security. They typically include a transparent window or enclosure called a vitrine, and a base or other support structure. Exhibit Cases are detailed in the exhibit drawings. They are tracked in the Content Management Numbering System, and are inventoried in FMSS.

**Exhibit Design:** Development of the physical organization of the exhibit space, integration of all exhibit elements into a cohesive presentation, functional characteristics and visual appearance of exhibit elements, and development of technical details for fabrication.

**Exhibit Designer:** The person who typically takes the lead with design tasks.

**Exhibit Developer:** The person who typically takes the lead with content development tasks.

**Exhibit Evaluation:** The process for better understanding the audience by using social science methods to produce effective exhibitions.

**Exhibit Lighting System (FMSS):** Lighting dedicated to illumination of the overall exhibition, generally using high-quality fixtures and lamps to enhance the visual appearance of the display. Does not include lighting that is internal to individual exhibit elements such as cases. Lighting Systems are detailed in the exhibit drawings and specifications. They are also inventoried in FMSS as an exhibit component. They are not tracked in the Content Management Numbering System.

**Exhibit Objective:** A statement specific to the intent of each exhibit that directs the entire exhibit development process, including decisions about content, interpretation, media selection, and presentation techniques.

**Exhibit Planning:** Story development, content research, organization of content, text writing, and other tasks associated with the interpretive content of an exhibit. May also be referred to as Content Development.

**Exhibit Planning Workshop:** A meeting to review and analyze the space and propose recommendations, review existing planning documents, review and/or develop design criteria, conduct research, review and/or develop themes, goals, and objectives, define target audience, and discuss the desired visitor experience. Differs from the Charette in that it typically does not explore design solutions.

**Exhibit Structure (FMSS):** A physical component of an exhibition whose primary purpose is structural rather than interpretive or informational (although it may contribute to interpretation and information through their design). Platforms, rails, bases, and walls are examples. Exhibit structures are detailed in the exhibit drawings. They are not tracked in the Content Management Numbering System, however they are inventoried in FMSS.

**FMSS:** Facility Management Software System, an NPS system-wide database for managing physical assets. Physical components of an exhibition are inventoried after installation for maintenance purposes within FMSS.

**Front-end evaluation:** Evaluation conducted at the beginning of a project that seeks input from potential visitors to find out what kinds of information they already know, what visitors would like to know, and explores how exhibits can best present this interpretive information.

**Formative Evaluation:** Evaluation conducted before the fabrication of exhibits, when mock-up testing can be carried out to reveal problems and successes with proposed designs.

**FPO:** For Position Only. Placement images in a Graphic Layout used for design and review purposes. FPO images are not suitable for final production purposes.

**Graphic Layout:** The design of content appearing on the face of a two-dimensional exhibit graphic component. Graphic Layout is an element type in the Content Management Numbering System. It includes the text, images, arrangement, and graphic treatment. It does not include the physical panel or other surface to which the Graphic Layout is applied.

**Graphic Pre-Production:** All work required to create graphic production files for all Graphic Layouts. These files shall be as complete as possible without having access to the actual graphic production equipment used for output. All production-quality images shall be in place, and any Photoshop treatments applied.

**Graphic Production:** All work required to print Graphic Layouts, including optimizing graphic production files for the specific production environment, output onto the specified substrate, and any substrate finishing, mounting and laminating required to prepare the output for mounting onto its associated panel or other two-dimensional exhibit graphic component.

**Graphic Production Files:** Computer files that are complete and ready for output of Graphic Layouts by the exhibit fabricator or their graphics subcontractor.

**IDIQ Contract:** Indefinite Delivery, Indefinite Quantity Contract. A contract established for the purpose of awarding multiple individual projects over an extended period of time. The IDIQ contract establishes basic parameters for the type of work to be done, hourly rates, mark-up, contractor capabilities, and performance standards. **Task Orders** are negotiated under the IDIQ contract for individual projects and include a detailed scope of work describing the project's technical requirements and schedule.

**Interpretive writing:** A writing approach that draws from technical, informational, scientific, historical, and cultural sources; it incorporates creative techniques and seeks to connect readers emotionally and intellectually to the meanings and significance of the resource(s).

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**Life-cycle Costs:** An estimate that identifies ongoing costs associated with operating and maintaining the exhibit, including staffing, consumables, maintenance contracts, service-life and long-term replacement costs.

**Mock-ups:** In planning and design, mock-ups are working models of proposed exhibit elements that are fabricated simply, quickly, and at minimal cost in order to test a concept. In fabrication, mock-ups are full-scale representations of portions of an exhibit for the purpose of review and testing of exhibit elements that are undeveloped and need further evaluation. Mock-ups are for review only, and not used in the final exhibit.

**Multimedia Program Design:** Conceptual design, prepared during the exhibit planning and design process, of the structure and content of electronic interactive programs. The purpose of the Multimedia Program Design is for review and approval of the concept, and to provide guidance for the multimedia program developer responsible for creating the program.

**Open Captions:** Open captions are displayed on the screen automatically as part of the video, without having to be selected by the user.

**Original graphic content:** Original illustrations, photography, maps, and other two dimensional images created specifically for an exhibit project.

**Personal Protective Equipment (PPE)** - Clothing, footwear, and hearing and eye protection designed for the health and safety of workers while working in fabrication shops or on construction sites. Examples include hard hats, safety glasses, respirators, and safety-toed shoes.

**Pre-Design Phase:** The initial phase of a project that logically structures the work that follows; provides a clear understanding of the project's history, the park's resources, and the roles of other project team members and stakeholders; and ensures that it's goals are understood and realistically attainable within the budget, schedule, and other specified parameters.

**Preferred Design Alternative:** The design solution that is chosen from several different alternatives and/or developed either through group consensus or the NPS Value Analysis Process.

**Production Documents:** The phase of work where technical drawings, specifications, and content details are completed to the level required for exhibit production firms to propose on the project and begin fabrication.

**Production Support:** Creative and technical support by the original planning and design team during fabrication of the project to ensure adherence to the project's design intent.

**Production-ready Files:** See Graphic Production Files.

**Project Brief:** A consolidated overview of project information developed during the Pre-Design phase of work.

**Project Goals:** The project's interpretive objectives and the desired visitor experience.



**Prototype:** Prototypes are portions of an exhibit such as an artifact case or an interactive mechanism that has a particular need to be reviewed and tested prior to fabrication of more elements of the same design. Successful prototypes are usually incorporated into the final exhibit along with the other elements of the same design.

**Punch List:** A list of deficiencies to be corrected by the fabrication contractor before final acceptance of the exhibition. The punch list is generated during an inspection by the COR during a final walkthrough inspection.

**Reference Package:** A document consisting of written descriptions and graphic depictions that together provide the background information and design intent needed for an artist, craftsman, or technical specialist to produce a custom element. Usually prepared during the Design Development or Production Documents phase of exhibit planning and design.

**Rehabilitation Act:** The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by federal agencies or programs receiving federal financial assistance. It is one of the primary laws specifying accessibility requirements for NPS exhibitions. Section 504 of this law requires access for individuals with disabilities to programs and activities conducted or funded by Federal agencies. Section 508 of this law requires comparable access to information and data delivered through electronic and information technology methods.

**Reproduction Historic Objects:** Accurate copies of collections objects or period objects fabricated for use in the exhibit. Typically the park does not accession these objects.

**Resource Package:** A compilation of available, potential, and needed graphics, objects and media elements that may be considered for use in the exhibit. Usually prepared during the Schematic Design phase of exhibit planning and design.

**Scene:** A major area or section of an exhibition, usually establishing one visual setting, and/or encompassing one major content or informational theme. A Scene consists of a set of individual but related Content Groups, which further break down and organize the content in the Scene.

**Schematic Design:** The phase of work where several conceptual alternatives for the exhibition are explored and a preferred alternative selected.

**Shop Inspection:** Government review of completed or in-progress work at the fabricator's facility. At the final shop inspection, completed work is inspected and approved by the COR prior to shipment to the installation site.

**Submittal (planning and design):** All documents (i.e., drawings, schedules, facsimiles), electronic files, and other materials that together represent the level of development of work at a given time, and provided by the contractor to the COR for review and approval.

**Submittal (fabrication):** All samples, drawings, proofs, or other intermediate or final stage material provided to the COR for review and approval. Inspections of work at the contractor's shop or installation site are by definition also submittals.

**Subtitles for the Deaf and Hard of Hearing:** Subtitles for the Deaf and Hard of Hearing are produced technically in the same manner as subtitles used for translation purposes. But they utilize the same techniques as captions in order to effectively communicate the audio content to users who are deaf or hard of hearing, such as identifying speakers, sound effects, and music.

**Summative/Remedial Evaluation:** Evaluation conducted after final installation, when the entire exhibition can be evaluated and final adjustments can be made.

**Sustainability:** Generally refers to minimizing maintenance, operations, and life-cycle costs. The concept has evolved to be defined as design and production practices which balance the needs of the present with those of future generations and include recycling, energy conservation and pollution reduction.

**Task Order:** See IDIQ Contract.

**Two-Dimensional Exhibit Graphic (FMSS):** The physical exhibit component consisting of a Graphic Layout image, the surface to which it is applied, and any other closely associated panel, backing materials, and hardware. Two-dimensional exhibit graphic components are detailed in the exhibit drawings and inventoried as physical components in FMSS. It is important to distinguish between the Graphic Layout, which is managed as interpretive / informational content, and its associated Two-Dimensional Exhibit Graphic component, which is managed as a physical component.

**Universal Design:** The design of products and environments to be usable by all people, to the greatest extent possible, without assistance, adaptation or specialized design. See detailed description in the Programmatic Accessibility Guidelines for National Park Service Interpretive Media.

**Value Analysis Process:** An organized effort directed by a person trained in NPS Value Analysis Techniques to analyze the functions and effectiveness of the Schematic Design alternatives for the purpose of achieving the essential functions at the lowest initial and life cycle costs consistent with the required performance, reliability, quality and safety.

**Visualization Materials:** Sketches, renderings, presentation boards, booklets, models, computer simulations, or other media that provide a holistic view of the exhibition, that give a sense of how the exhibition will be experienced by the visitor, and that allow project team members to quickly grasp how individual elements work together.

**Walkthrough Inspection:** A final inspection of the installed exhibits by the COR and park staff. During a walkthrough inspection, a **punch list** is generated.

**Warranty Period:** A time period after completion of an exhibit fabrication contract, usually a period of one year from installation and acceptance by the government, when the contractor's work is guaranteed against any defects in workmanship.

## **Section 2. PROJECT MANAGEMENT**

### **2.1 Introduction**

The purpose of the following Project Management tasks is to insure that scheduling, coordination, oversight, and communication is effectively accomplished for all work produced under this contract.

### **2.2 General Requirements**

The contractor shall assign a Project Manager to oversee the Base IDIQ contract and shall also assign a Project Manager for each task order written under this Base IDIQ contract.

### **2.3 Specific Requirements for Base Contract Project Management**

The contractor's Base Contract Project Manager shall be the primary point of contact between the contractor and the National Park Service (NPS) Contracting Officer and Contracting Officer's Representative (COR) for the Base Contract. The Base Contract Project Manager shall perform the following work:

- A. Notify the Contracting Officer of any changes to the contractor's business operations that affect work under this contract, including but not limited to:
  - (1) Changes to contractor's address, telephone, and other contact and business information (e.g., banking account information, email address, etc.).
  - (2) Proposed changes to key personnel.
  - (3) Workload or capacity issues affecting the ability of the contractor to accept additional work.
- B. Communicate with the Contracting Officer and Base Contract COR regarding major or broad issues affecting Task Orders written under this contract, including but not limited to:
  - (1) Clarification of work processes that are acceptable or unacceptable to the government under this contract.
  - (2) Misunderstandings, inconsistencies, or conflicting instructions encountered when working with different parks and different task order COR's.

- C. Prepare and submit an electronic status report every six months which lists all active task orders by number and includes, at a minimum, the name of the park and/or client, type of work being performed and results achieved during the reporting period, identification of any current problems that may impede performance, the proposed corrective action, and the completion date.

## **2.4 Specific Requirements for Task Order Project Management**

The contractor's task order Project Manager shall be the primary point of contact between the contractor and task order COR for individual task orders and shall perform the following work:

- A. The Contractor's task order Project Manager shall have full authority to act for the Contractor on all matters relating to a specific task order. The Project Manager shall maintain contact with the task order COR as necessary, and shall:
  - (1) Be available to take or respond to telephone calls or electronic mail messages during normal hours of operation (8:30 am - 5:00 pm local time).
  - (2) Establish office procedures to ensure that messages are relayed to the Project Manager when out of the office or because of time zone differences.
  - (3) Respond to emergency messages from the COR on the same day they are received. All non-urgent messages from the COR shall be responded to in no more than two business days.
- B. Provide quality control to ensure that all elements of project work meet the requirements of the contract specifications as follows:
  - (1) Provide routine inspections of ongoing work, including review of all submittals prior to delivery.
  - (2) Inform the COR of any issues that could affect work quality or schedule.
  - (3) Ensure that all work is complete and compliant with the specifications prior to submittal to the COR.
- C. Track work progress to ensure that the project is completed according to the schedule. Coordinate and confirm the dates for all submittals and meetings with the COR. Provide a monthly status report to the task order COR that includes the status of the project, issues that are or can affect the schedule and budget, and an updated schedule based on the information at hand.
- D. Meet with the Contracting Officer and COR in accordance with [Section 4](#), Travel, Meetings, Presentations, and as specified in individual task orders.

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- E. Receive, inspect, and inventory all Government-Furnished materials and ensure that this material is forwarded to the appropriate unit or person within the contractor's organization for use in the project. The Project Manager shall notify the COR within seven days after receipt if Government-Furnished materials are not satisfactory for their intended purpose. The Project Manager shall notify the COR as soon as possible, but no later than three business days, if government-furnished materials are lost or damaged while in the Contractor's possession.
- F. The Project Manager shall coordinate and ensure that all specifications for submittals are in accordance with [Section 5](#), Submittals and Reviews, and as specified in individual task orders.

## Section 3. EXHIBIT DEVELOPMENT PROCESSES

### 3.1 Introduction

The exhibit development processes employed depends upon a project's structure and contracting strategy. The first contracting strategy uses two contracts – an **exhibit planning and design contract**, followed by an **exhibit fabrication contract**. The second strategy uses only one contract – an **exhibit design-build contract**. Each approach has its own advantages and disadvantages, but the determining factor is often the budget and schedule. If all funds are available and need to be obligated quickly, design-build is more appropriate; one contract is awarded for the total project. In contrast, the two-contract approach may be used when more time is available and/or total project funding is incomplete. In this case, a contract for only the planning and design portion of the project is awarded first. When the remaining project funds become available, the planning and design documents generated by the first contract are used to solicit and award a second contract for the actual fabrication and installation of the exhibits.

Individual exhibit development contracts -- whether planning and design, fabrication, or design-build -- will refer to the portions of the NPS Standard Exhibit Planning, Design, and Fabrication Specifications relevant to the specific contract.

Full work requirements are specified in the various contracts and the technical specifications referenced within them. The three charts that follow provide a synopsis of each exhibit development process and its associated work requirements.